



FASTMEDSM
URGENT CARE
personal care in your neighborhood

URGENT CARE: THE MIDDLE MAN

CONTENTS

- Urgent Care vs. Occupational Health facilities
- What to expect from an Urgent Care
- Our approach to Work Comp
- How to maintain continuity of care
- Continuing Education

“Urgent Care Medicine (UCM) is the provision of immediate medical service offering outpatient care for the treatment of acute and chronic illness and injury. It requires a broad and comprehensive fund of knowledge to provide such care. Excellence in care for patients with complex and or unusual conditions is founded on the close communication and collaboration between the urgent care medicine physician, the specialist and the primary physicians.”

- American Academy of Urgent Care Medicine

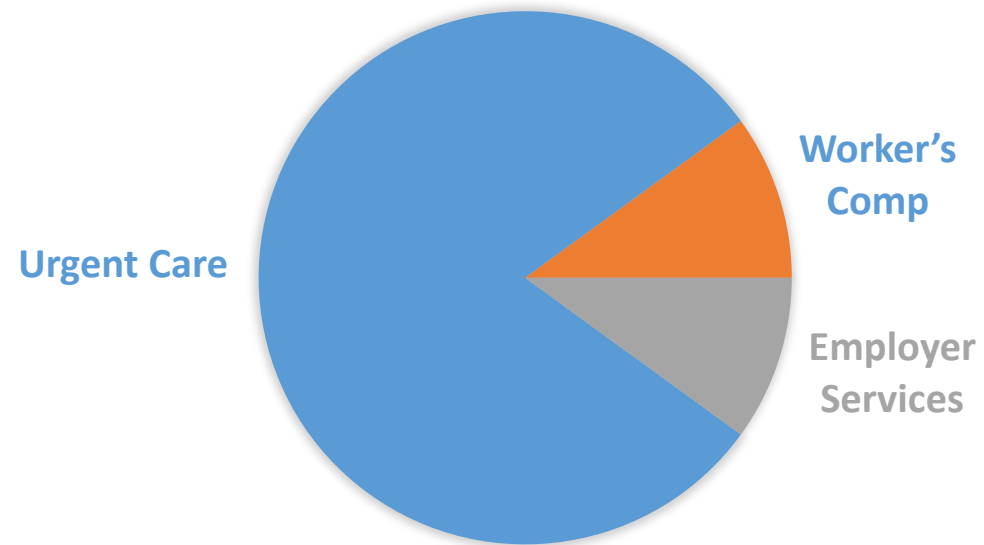
OCCUPATIONAL HEALTH DEFINED

“Occupational health is a field of healthcare comprised of multiple disciplines dedicated to the well-being and safety of employees in the workplace, with a strong focus on injury prevention and education. Some occupational health services include employee wellness, pre-placement services, ergonomics, occupational therapy, and occupational medicine.”

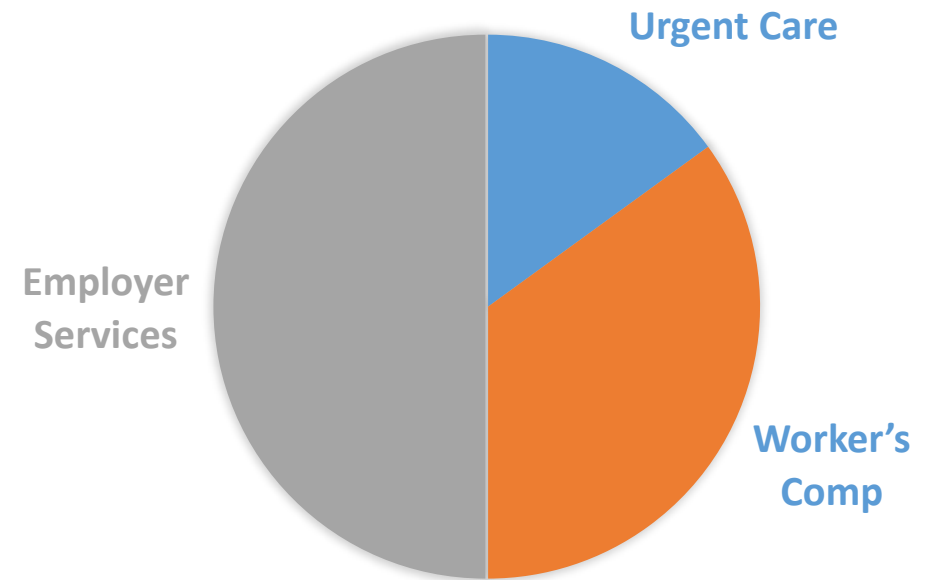
- Concentra, Nation's largest Occupational Health Provider

DIFFERENCE IN PATIENTS

URGENT CARE FACILITIES



OCCUPATIONAL HEALTH FACILITIES



URGENT CARE SCOPE OF SERVICE

Urgent Care

- Mild to moderate illness
- Injuries and orthopedics
- Physicals for children and adults
- Vaccinations and flu shots for children and adults
- Acute and chronic illness management, including diabetes, high cholesterol, hypertension, and endocrine issues
- Gynecological exams and sexual health care

Worker's Comp

- Non Emergent Injuries
 - Back pain
 - Sprains & Strains
 - Lacerations
 - Skin Irritations
 - Concussions
- X-Ray
- Blood Borne Pathogen Exposure

Employer Services

- Drug/Alcohol Testing
 - Urine drug testing
 - Breath alcohol testing
 - Drug hair testing
 - Saliva Alcohol testing
- DOT Physicals
- Vaccinations
- Employment Physicals

OCCUPATIONAL HEALTH SCOPE OF SERVICE

Urgent Care

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- Blood Borne Pathogen Exposure
- Physical Therapy

Employer Services

- Drug/Alcohol Testing
 - Urine drug testing
 - Breath alcohol testing
 - Drug hair testing
 - Saliva Alcohol testing
 - Testing Program Management
- DOT Physicals
- Travel Medicine
- Vaccinations
- Employment Physicals
- Custom Physicals
- OSHA Testing
 - Auditory
 - Pulmonary

COST OF TREATMENT

As a single specialty medical provider, when evaluating injury cost we look at the 3 key metrics we are able to impact for our clients;

- 1) Cost per facility visit
 - Urgent Care facilities tend to be more cost-effective for initial treatment when compared to Occupational Health Facilities and Emergency Departments due to the absence of ancillary service options within the facility and facility designations with insurance providers.
- 2) Number of facility visits associated with each injury
 - Facilities housing multiple specialties utilize those ancillary services more often then single specialty providers leading to more visits for an individual injury.
- 3) Overall cost of injury within that facility
 - When compared to other facility types Urgent Care facilities see both lower costs per visit and fewer visits per injury leading to lower overall injury costs

	Urgent Care	Occupational Health	Emergency Department
Avg. Visit Cost	\$155	\$185	\$900
Visits Per Injury	2.5	3.5	1
Total Cost	\$387.50	\$648	\$900

Source: NAIC, Internal Data

EFFICIENT APPROACH TO WORK COMP TREATMENT

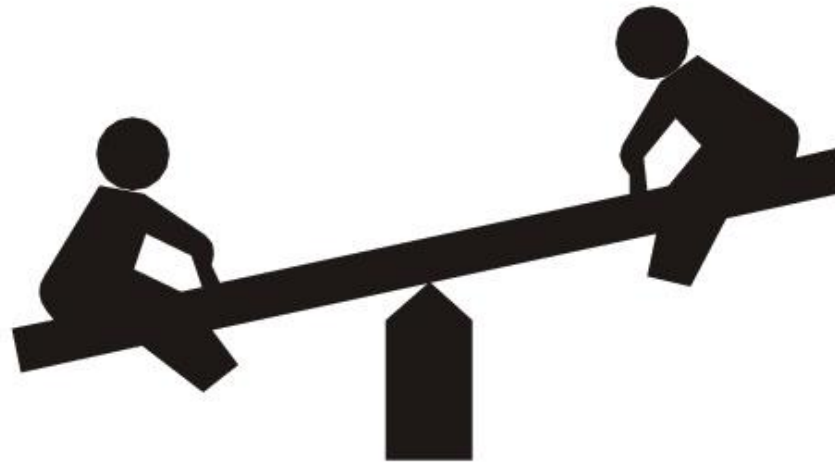
Treating Worker's Comp requires a delicate balance of managing the physical and emotional needs of the patient while managing the regulatory and financial needs of the employer. The ultimate goal is always to achieve a positive treatment outcome that maintains compliance for the employer while mitigating risk for both parties.

Employer Needs

- Healthy employees
- Clear communication
- Provider understanding of regulatory concerns
- Thorough and clear injury report

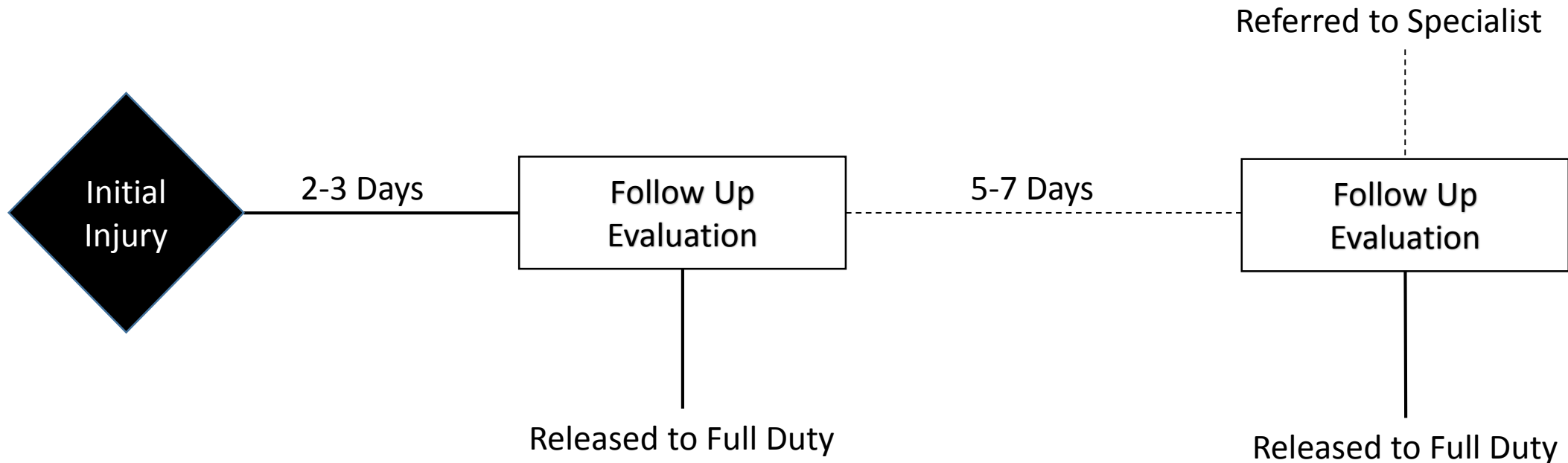
Patient Needs

- Positive outcome
- Emotional support
- Clear communication
- Trust

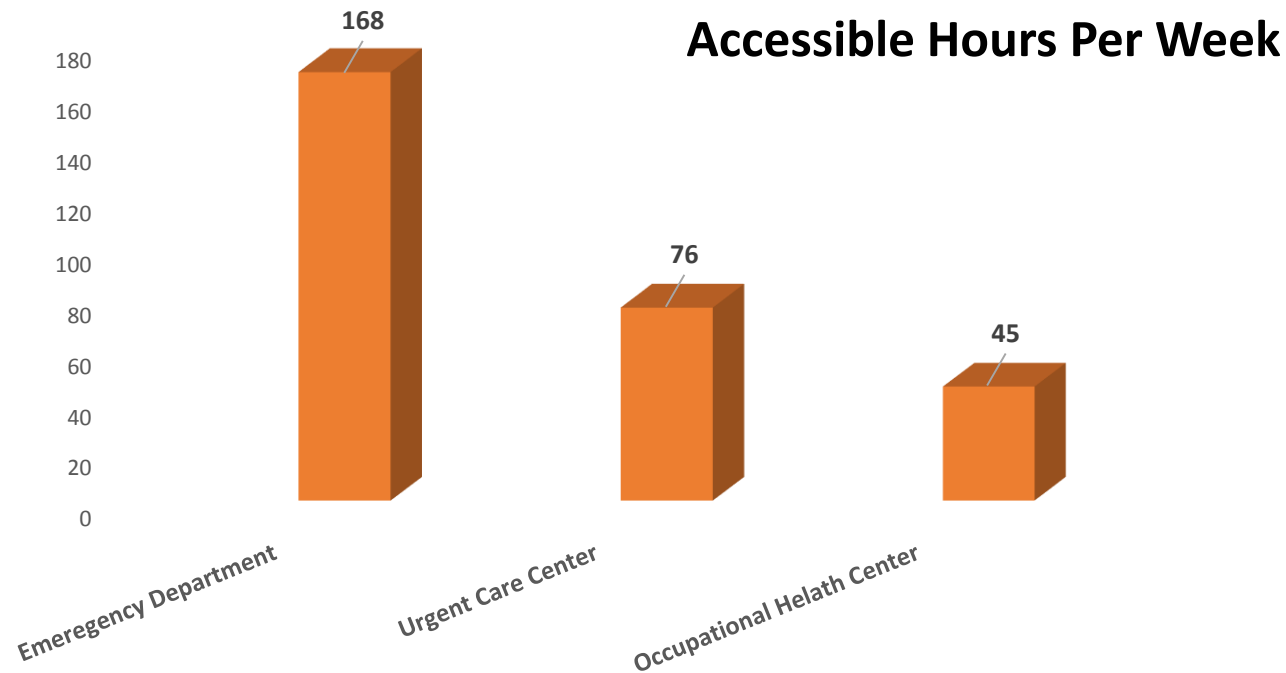


RAPID INJURY EVALUATION

Ascertaining the impact of treatment on an injury as quickly as possible is the key to delivering efficient treatment.



Maintaining operating hours that extend beyond 9 to 5 provides a more cost effective option for employers than the Emergency Department. Many modern businesses operate in some capacity 6 to 7 days a week so providing weekend access helps to control injury cost. The nature of Urgent Care medicine leads to longer weekday hours and operating hours on one or both weekend days.



MAINTAINING CONTINUITY OF CARE

The continuation of care once it has left the initial treating facility can greatly impact several aspects of the claim. Making sure referring providers, adjusters and receiving providers are communicating freely and quickly mitigates the risk of disgruntled patients and rising costs.

Poor Communication;

- Long waits for referrals
- Multiple unnecessary visits
- Higher claim costs
- Unhappy patients
- More paperwork

Good Communication;

- Clear patient expectations
- Fast Treatment
- Fewer visits
- Happier patients
- Less paperwork



The requirement of EMR utilization makes communicating between responsible parties much easier today than it has ever been. Providers offer two very common options for sharing visit notes with Adjustors and Employers. Secure portals allow for 24/7 access to notes once they have been uploaded to the system. Auto Fax/Email will send notes upon the completion of a visit. Both options are secure and HIPAA compliant.



In an Urgent Care environment there is a need for constant continuing education in medicine. Focusing on Occupational Health allows Urgent Care providers to offer their patients and clients the best outcomes.

Current Training Modules being used at FastMed;

- *OSHA Recordability; Who, What, Where, When and How it Affects Me.*
- *Occupational Health and Safety*
- *Worker's Comp. Approach to Musculoskeletal Injuries*

SUMMARY

The Urgent Care industry is the the midst of a growth spurt, as more facilities become available to patients and employers they need to be used appropriately for treatment. Occupational Health and specifically acute Worker's Comp injuries are well suited for initial assessment and treatment in an Urgent Care facility.

More and more brand new Urgent Care centers are making the treatment of Work Comp a priority without making it the primary source of patient volume. The commitment to quality treatment creates better outcomes while the family practice style approach to Work Comp. leaves patients feeling cared for and supported.